



Easy Read Service Agreement & Terms and Conditions v3.0

INTRODUCTION



We are **Your Choice Disability Plan Management**, a registered organisation which provides support under the NDIS.



You are a **client**, or **participant**.



You may also have someone you trust helping you, they are a **representative**

A **Service Agreement** is a contract which contains all of the support, services and products we are going to supply you.

HOW WOULD YOU LIKE US TO SUPPORT YOU?

This Service Agreement is for a **Participant** in the **National Disability Insurance Scheme**, and is made **for the following services and supports**:

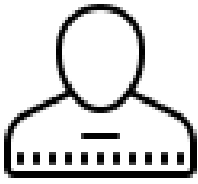


**PLAN
MANAGEMENT**



**PLAN / SELF
MANAGEMENT
CAPACITY
BUILDING SERVICES**

THIS SERVICE AGREEMENT IS BETWEEN:



Participant Name:

Participant's preferred Name:



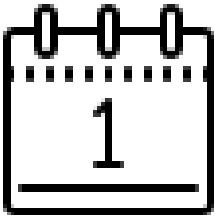
Representative's Name:



Service Provider:

Your Choice Disability Plan Management

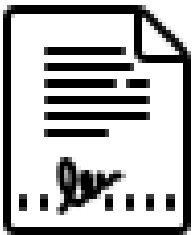
HOW DOES THIS AGREEMENT FIT IN WITH THE NDIS?



Start and finish when you choose.



This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS)



A copy of the participant's NDIS Plan is attached to this Agreement.



The participant and the service provider agree that this Agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community.

HOW TO CONTACT US



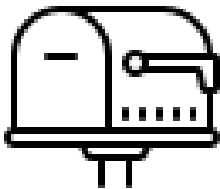
08 6333 0901



support@yourchoicedpm.com.au



3A, 224 Rokeby Rd,
Subiaco, WA, 6008



PO BOX 1762, Subiaco WA 6904

YOUR PRIVACY



We have a secure location where we store your information, this is kept private.



We only share your information when you say it is ok for us to share.

The only people who are allowed to see your information are:



The **National Disability Insurance Scheme** (NDIS)



NDIS Commission



Your **Representative, Plan Nominee** or **Guardian**

OUR RESPONSIBILITIES (THE SERVICE PROVIDER)

We agree to:



Treat you and your team with respect



Keep accurate records



Communicate openly and honestly



Listen to your feedback & fix problems quickly



Cancellation & Provider dispute guidance



Check-in with you to review your supports



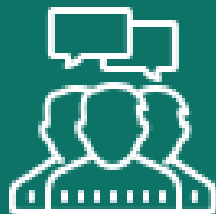
Give a minimum 24 hours notice if we need to change an appointment



Give you lots of notice if we need to end the service agreement



Protect your privacy and confidential information



Involve you and your team in decisions that affect your supports and services















Follow the rules and laws consistent with the NDIS Act 2013, and the Australian Consumer Law



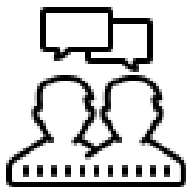
Provide you with regular statements about services provided

YOUR RESPONSIBILITIES (THE PARTICIPANT)

You agree to:

 <p>Provide relevant contact details and personal information</p>	 <p>Provide Nominee approval from the NDIS</p>	 <p>Share your NDIS plan</p>	 <p>Treat us with courtesy and respect</p>
 <p>Contact us if you have any concerns about the supports being provided</p>	 <p>Tell us about any special need so that we can better support you</p>	 <p>Tell us if you can't make it to an appointment with us 24 hours before.</p>	 <p>Tell us if your NDIS Plan is suspended, cancelled or replaced by a new NDIS Plan.</p>
 <p>Consent to us disclosing material facts & circumstances if required by law.</p>	 <p>Consent to us contacting specific Providers.</p>	 <p>Tell us if you want to end your Service Agreement. (one months notice please)</p>	 <p>Give us feedback if you are unhappy.</p>

CHANGES TO THIS SERVICE AGREEMENT



If changes need to be made, everyone involved agrees to discuss and review this service agreement.



Any changes to this service agreement will be done in writing and signed and dated by everyone involved.

ENDING THIS SERVICE AGREEMENT

This Service Agreement will end if:



We can no longer provide a service or support to you.



We are not the best provider for you



You are unhappy with our service and we are unable to meet your needs.

Please make sure:



28 Day's notice must be given.

HOW WILL PAYMENTS BE MADE?

We will seek payment for:



Plan Management – at the start of our agreement and then monthly



Plan / Self Management Capacity Building Supports - as provided if agreed and needed.

Payments will be made:



Plan Managed Clients - Please email invoices to: invoices@yourchoicedpm.com.au

FEEDBACK, COMPLAINTS & DISPUTES



Contact **Client Services Manager**



08 6333 0901



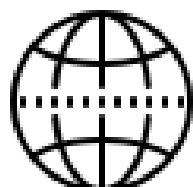
hello@yourchoicedpm.com.au

If you do not have any success getting the problem fixed, please reach out to the NDIA.



1800 035 544 (free call from landlines)

TTY **133 677** (Interpreters can be arranged)



<https://www.ndiscommission.gov.au/about/complaints>

GOODS AND SERVICES TAX (GST)



Most services provided under the NDIS will not include GST. However, GST will apply to some services.



It is the Service Provider's responsibility to check whether GST does or does not apply.



By signing this Service Agreement, the Service Provider says that they have checked whether GST applies.

Under tax law, the following sentence must be included in this Agreement:

"A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act.

SCHEDULE OF SUPPORTS

This will include:

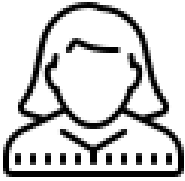


The **type of support** we will provide.



How much the support will **cost**

YOUR CONTACT DETAILS



Your Name:



Mobile Number:



Email Address:



Home Address:

A large, light gray rectangular area on the right side of the page, divided into three horizontal sections, serving as a placeholder for contact details.

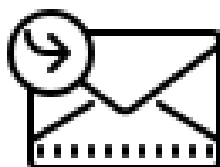
REPRESENTATIVE OR TRUSTED PERSONS CONTACT DETAILS



Name:



Mobile Number:



Email Address:



Home Address:

Large grey rectangular area for inputting contact details, divided into four horizontal sections corresponding to the labels on the left.

SUPPORT COORDINATOR'S CONTACT DETAILS



Name:



Mobile Number:



Email Address:




Business Address:

A large, light gray rectangular area intended for entering contact details, divided into four horizontal sections corresponding to the labels on the left.

SERVICE AGREEMENT SIGNATURES

By signing this Agreement, you agree to all of the information included.

Signature of Participant / Nominee:	
Name of Participant / Nominee:	
Date:	
Signature of authorised person from Provider:	
Name of authorised person from Provider:	Evan Salt

Please remember to attach or provide a copy of the participant's plan including goals and budget items. This can be provided by screenshot or email. We cannot commence your service without a current NDIS plan.

PLEASE TICK IF YOU UNDERSTAND THIS AGREEMENT

- I know who is making the Agreement.
- This might be me and my service provider, or it might be my Representative and my service provider.
- I know what supports to include.
- I know what is expected of me.
- I know what is expected of my service provider.
- I know how the supports will be paid for.
- I know what to do if I want to make changes.
- I know what to do if I want to end the Agreement.
- I know what to do if I have a problem and I know who to contact.
- I have written my Service Agreement, or I have worked with my provider to write the Agreement.
- I have signed the Agreement.
- I have attached my NDIS Plan to the Agreement if I want to.
- I have kept a copy of the Agreement for my record



Making a service agreement

Things to think about

Easy Read version



How to use this fact sheet



The National Disability Insurance Agency (NDIA) wrote this fact sheet. When you see the word 'we', it means the NDIA.



This fact sheet is written in an easy to read way.

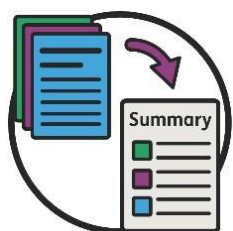
We use pictures to explain some ideas.

Bold

We have written some words in **bold**.

Not bold

This means the letters are thicker and darker.



This Easy Read fact sheet is a summary of a page on our website.



You can find the Service Agreement page on our website at www.ndis.gov.au/participants/working-providers/making-service-agreement.



You can ask for help to read this fact sheet. A friend, family member or support person may be able to help you.

What is this fact sheet about?



A **service agreement** is an agreement between you and your service provider.

It explains:

- how your service provider will give you your supports
- how your service provider will help you get supports
- what supports you will get
- where you will get your supports
- how many times you will get your supports
- how much your supports cost.



A service agreement helps you make sure you get the supports you have paid for.



Your service agreement should be provided in a way that you understand.



You can also get help to understand your service agreement.



A service agreement also has information about:

- when the service agreement starts and ends
- how to change the service agreement
- what to do if you have a problem
- any other costs you need to pay as part of getting your supports.



We made this fact sheet to help you think about what to put in your service agreement.



It includes a checklist.

You can put a tick in the box when something is true for you.

Things to think about

When you and your provider make a service agreement, you should both think about:



- your supports



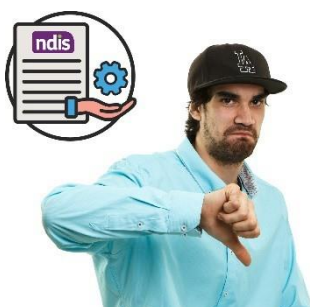
- what your supports cost



- **responsibilities** - things you both must do



- the service agreement



- what to do if you're not happy with your supports.

Your supports

I know and understand:



- what supports I'm getting



- how I will get my supports



- when and where I will get my supports.

Costs

I know and understand:



- how much my supports cost



- how much extra I might have to pay for other things I might need



- how much I need to pay if I get my supports in my home



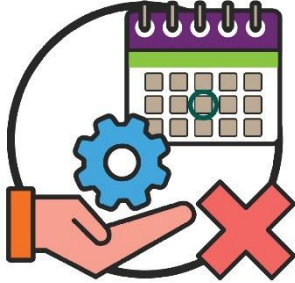
- if I need to pay extra taxes



- how I will pay my service providers.

Responsibilities

I know and understand:



- the right way to cancel services and supports



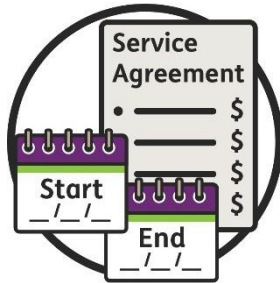
- what my provider and I need to do before I get my supports



- what my provider and I need to do if we can't meet our responsibilities.

The service agreement

I know and understand:



- how long my service agreement goes for



- when my service agreement will be looked at



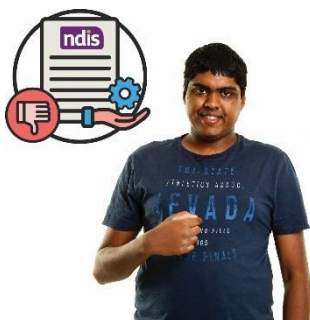
- how my service agreement might change



- how to end my service agreement.

What to do if you're not happy with your services

I know and understand:



- what to do if I'm not happy with my supports



- what to do if something goes wrong



- who to talk to if I can't fix a problem.

You can get more information about service agreements from:



- our website www.ndis.gov.au



- the NDIS Quality and Safeguards Commission website www.ndiscommission.gov.au



- the Australian Competition and Consumer Commission (ACCC) website www.accc.gov.au



- the Australian Taxation Office (ATO) website www.ato.gov.au.

More information

For more information about this fact sheet,
please contact us.



www.ndis.gov.au



1800 800 110



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www.facebook.com/NDISAus



Follow us on Twitter.

@NDIS

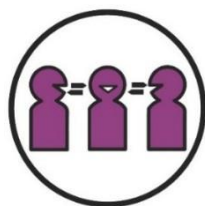
Support to talk to us



You can talk to us online using our webchat feature.

www.ndis.gov.au/webchat/start

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au



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